Product Support Engineer

Description

InfoReady Inc. has an immediate employment opportunity for an experienced, versatile Product Support Engineer. This is a critical role within our organization to maintain our market leading software solutions in the EdTech Sector. The individual selected for this role will be responsible for troubleshooting issues, performing maintenance tasks, and supporting various software components. This person will apply software development lifecycle best practices to support our strong reputation of on time and within budget delivery.

Responsibilities

- Determines requirements by working with customers via phone and/or email.
- Answers inquiries and resolves problems by clarifying issues; researching and exploring answers and alternative solutions; implementing solutions.
- Keeps organized by following established procedures, reporting progress regularly.
- Accept ownership for accomplishing new and different requests; explore opportunities to add value to job accomplishments to enhance our established industry leading reputation of client support and service.
- Identify strengths and weaknesses of products and suggest areas of improvement.

Qualifications

- Excellent interpersonal skills and ability to communicate (verbally and written) efficiently and effectively.
- 2 years of experience with OOPS Programming in Java/J2EE/MySQL and web technologies. Familiarity with SaaS architectures a plus.
- Familiarity with Agile software development techniques.
- Demonstrable experience with software development tools/technologies, such as Backbone JS library, Eclipse, Java, HTML, XML, JSP, Java Script, EJB, Web Services, Hibernate, indexing engine.
- Must have a high level of personal initiative (high level of motivation/self-starter; ability work independently as well as collaborate in teams and with people from all business areas).
- Familiarity with high availability systems, infrastructure support, and operation tasks.

Email resume and cover letter to Maurice Collins, Chief Operating Officers at mcollins@inforeadycorp.com.

InfoReady Corporation
455 E. Eisenhower Parkway Suite 300
Ann Arbor, MI. 48108